



CITIZEN REPORTING UNIT ASSISTANT

NATURE OF WORK

Serving the public with administrative and technical work this civilian position will provide services at the front desk of the Public Safety Building while working in conjunction with uniformed Rockford Police Officers.

DISTINGUISHING FEATURES

Work involves providing customer service to the public assisting them with requests for information, receiving and logging articles delivered to the Public Safety Building, and preparing various reports for the department. This position will have access to information that is extremely confidential in nature and will have involvement with the City of Rockford Legal Department and the Winnebago County State's Attorneys Office. This is a single position classification.

ESSENTIAL FUNCTIONS (These essential duties are only illustrative.)

Assists the public with requests for information including criminal, civil and traffic law, court dates, payment of parking tickets, driving directions, and general information on other City and County services.

Prepares police reports using information provided by citizens reporting criminal incidents, either by phone or in person.

Prepares police reports referred to the Central Reporting Unit by the 911 Center.

Completes reports and supplements with information for citizens when an accident is reported at the Public Safety Building rather than at the scene of the accident.

Receives and registers "tags" into evidence articles found by citizens when they are brought into the Public Safety Building.

Logs appropriate information for vehicles that have been repossessed and for private tows.

Registers City of Rockford Sex Offenders.

Maintains weekend mailbag.

Receives and directs packages for delivery to employees in the Rockford Police Department.

Greets persons conducting business in the Public Safety Building and assists them by directing to the appropriate person or area.

Performs other duties as assigned or required.

Maintains reasonable and predictable attendance.



SUPERVISION RECEIVED

Works under the general supervision of the Deputy Chief of the Field Services Bureau. Work is reviewed by observation and annually for effectiveness of services provided, as well as overall satisfaction, accuracy, completeness, timeliness and adherence to guidelines and requirements and overall results achieved.

SUPERVISION EXERCISED

Supervision is not a responsibility of this position. An experienced employee may be responsible for training and orienting new employees and coordinating the work of other employees in this class.

WORKING CONDITIONS & PHYSICAL DEMANDS

Work activities are primarily sedentary in nature, sitting at a desk operating a personal computer, and include walking, standing, reaching, bending and lifting up to 25 pounds. Some travel may be required. Hours will vary and will include days, evenings, weekends, and some holidays.

SUCCESS FACTORS (KSAs)

Knowledge of application-software, including LEADS, MS Office Suite or other word processing, spreadsheet and data base software standards that may be adopted by City departments.

Skill in the use of a computer and related office equipment.

Ability to establish and maintain effective working relationships with associates, officials, and other Law Enforcement agencies.

Ability to communicate concisely and effectively both orally and in writing.

Ability to work flexible hours and overtime when required.

Ability to operate a motorized vehicle.

EDUCATION, TRAINING & EXPERIENCE

High School Diploma or G.E.D. and three to five years of increasingly responsible clerical and secretarial experience in an office setting. Any satisfactory equivalent combination of police experience and training which ensures the ability to perform the work may be substituted for the required experience.



NECESSARY SPECIAL REQUIREMENTS

LEADS Partial-Access Certification.

Must be able to withstand an extensive background investigation.

Possession of a valid Illinois driver's license.

Residency requirement: Classified employees hired after January 1, 1984 may live anywhere in Winnebago County or anywhere within an area fifteen (15) miles from the Public Safety Building within six (6) months of their date of completion of probation. Employees hired prior to January 1, 1984 shall be subject to their conditions of employment in effect at that time.